

Retail Market Review Response

We have been [REDACTED] customers for gas and [REDACTED] for electricity over 30 yrs now and never swapped - I have considered doing so but never had the nerve to swap as I find it all so confusing and am wary as to what I might be letting myself in for.

I am not the only one feeling this way as I work in a main Post Office and regularly process the payment of utility bills for customers - I can tell you the vast majority feel the same as myself - scared and confused!!

I am sure we must be paying too much ourselves and we are on a reduced income now as my husband is long term sick and on disability allowance.

Even with the comparison sites it is so confusing as to the tariffs - indeed why don't the companies you are with routinely review your tariff and offer you the best tariff with them as surely they have the technology to do so and thereby look after their customers instead of exploiting the confused and vulnerable with high prices.

I look forward to there being some clarity and simplicity within this process - choice is all very well but not if people are in a state of inertia paying over the odds because they are too confused and scared.

Thank you for listening and I look forward to the review.

[REDACTED]